



## Complementary information Regulation (EU) 2018/1724 for the creation of the Single Digital Gateway

### **Name of the procedures: Modification of pensioner bank and address data (REM)**

#### Identification and description of the procedure

Through this service you can apply via Electronic Register to change the bank details for receiving the pension or the address of the holder (exclusive for pensioners).

#### Applicant requirements and documentation to be provided

To be in receipt of a Social Security pension paid by the Social Marine Institute.

The application form for modification of bank details or change of address must be attached.

#### Periods

You can request the modification or correction of your data at any time.

The Social Marine Institute has three months to update the data.

#### Effects of administrative silence

Not applicable.

#### Complaints and appeals

After 3 months have elapsed without the Social Marine Institute having dealt with the request, you may lodge a complaint requesting that it be corrected.

If within a period of 3 months the Social Marine Institute has not complied with the request or has not provided a response, a contentious-administrative appeal may be lodged against the inactivity of the administration.

#### Regulations

Law 39/2015 of 1 October, on Common Administrative Procedure for Public Administrations.

Law 29/1998 of 13 July, on contentious-administrative jurisdiction.

#### Steps to complete the electronic procedure

Download and attach the completed modification form and, in the event of acting on behalf of another person, without being an authorised representative registered in the Electronic Register of Power of Attorneys of the Social Security, the standard form of representation must be

attached. These forms can be found in the "Attached documentation" section of the service Modification of the pensioner's bank details and address (REM).

#### Identification methods and electronic signatures

You can access the service with Cl@ve Permanente, DNIe or digital certificate.

#### Fees and payment methods

Not applicable.

#### Application in person

It is possible to apply at any public registry office.

#### Competent unit and contact

Provincial Directorates of the Social Marine Institute

You can access the directory of Social Security offices at the following web address:

<http://www.seg-social.es/wps/portal/wss/internet/OficinaSeguridadSocial>